



# Board of Commissioners of Cook County

118 North Clark Street  
Chicago, IL

## Legislation Details

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|----------------------|--|----------------------|---|--------------|--|
| <b>File #:</b>       | 16-4223                                  | <b>Version:</b>      | 1 | <b>Name:</b> | Adapt Telephony Services, LLC, Oak Brook, Illinois |
| <b>Type:</b>         | Contract Amendment (Vehicle Acquisition) | <b>Status:</b>       |   |              | Approved   |
| <b>File created:</b> | 6/29/2016                                | <b>In control:</b>   |   |              | Board of Commissioners                             |
| <b>On agenda:</b>    | 9/14/2016                                | <b>Final action:</b> |   |              | 9/14/2016  |
| <b>Title:</b>        | PROPOSED CONTRACT AMENDMENT (TECHNOLOGY) |                      |   |              |  |

Department(s): Bureau of Technology

Vendor: Adapt Telephony Services, LLC, Oak Brook, Illinois

Request: Authorization for the Chief Procurement Officer to increase contract

Good(s) or Service(s): Interactive Voice Response (IVR) System and accompanying software licenses

Current Contract Period: 12/4/2013 - 12/3/2019

Proposed Contract Extension Period: N/A

Total Current Contract Amount Authority: \$4,193,835.79

Original Approval (Board or Procurement): 12/4/2013 - \$4,193,835.79

Previous Board Increase(s) or Extension(s): N/A

Previous Chief Procurement Officer Increase(s) or Extension(s): N/A

This Increase Requested: \$189,941.40

Potential Fiscal Impact: FY 2016: \$189,941.40

Accounts: 1500909502-570

Contract Number(s): 13-18-078

Concurrences:

The vendor has met the Minority- and Women-owned Business Enterprise Ordinance via direct participation.

The Chief Procurement Officer concurs.

Summary: In December, 2013, this Board approved Contract No. 13-18-078 with Adapt Telephony Services to deploy the current Interactive Voice Response ("IVR") system that provides automated answering and routing services for multiple County agencies and approximately four million callers per day. The Bureau of Technology ("BOT") now requests that this Board approve an amendment to this contract in order to add IVR functionality to the BOT Service Desk.

This contract was awarded through Request for Proposals (RFP) procedures in accordance with Cook County Procurement Code. Adapt Telephony Services, LLC. was selected based on established evaluation criteria.

**Sponsors:**

**Indexes:** (Inactive) SIMONA ROLLINSON, Chief Information Officer, Bureau of Technology

**Code sections:**

**Attachments:**

| Date      | Ver. | Action By              | Action  | Result |
|-----------|------|------------------------|---------|--------|
| 9/14/2016 | 1    | Board of Commissioners | approve | Pass   |